

Q1 Do you agree with Ofcom's view that the proposed non-emergency healthcare service represents a justified use of a three-digit number? Please give reasons for your views. :

Yes, for the reasons stated in the consultation document and referenced in para 4.44 we believe that use of the three-digit number is justified.

Q2 Do you agree with the DHs view that:

**A) a three-digit number is the best choice for the proposed service and
B) of the three-digit numbers available, 111 is the best option?**

Please give reasons for your views. :

Having read the detailed proposals in the consultation document, our view is that an easy to remember number, behind which sits a variety of services, is the best outcome. We agree that 111 is likely to be the best possible solution but we would be supportive of a 116xxx number too if this could be easily remembered. What is important is the uniform range of services that sit behind the number. Different services in different parts of the country will simple lead to confusion.

Q3 What are your views on the tariff options selected by the DH? :

We would support any proposal that made the tariff arrangements simple and as transparent as possible. Given that mobile phones are often used to contact health services, we would support proposals that meant that the majority of calling plans included calls to the proposed single number.

We would not support a 'freephone' tariff (para 4.49) as we believe this could generate unintended consequences e.g. frivolous usage.

Q4 Do you have any comments on the proposed notification of modification to the Numbering Condition in Annex 8 of this document

None other than as per our comments above.